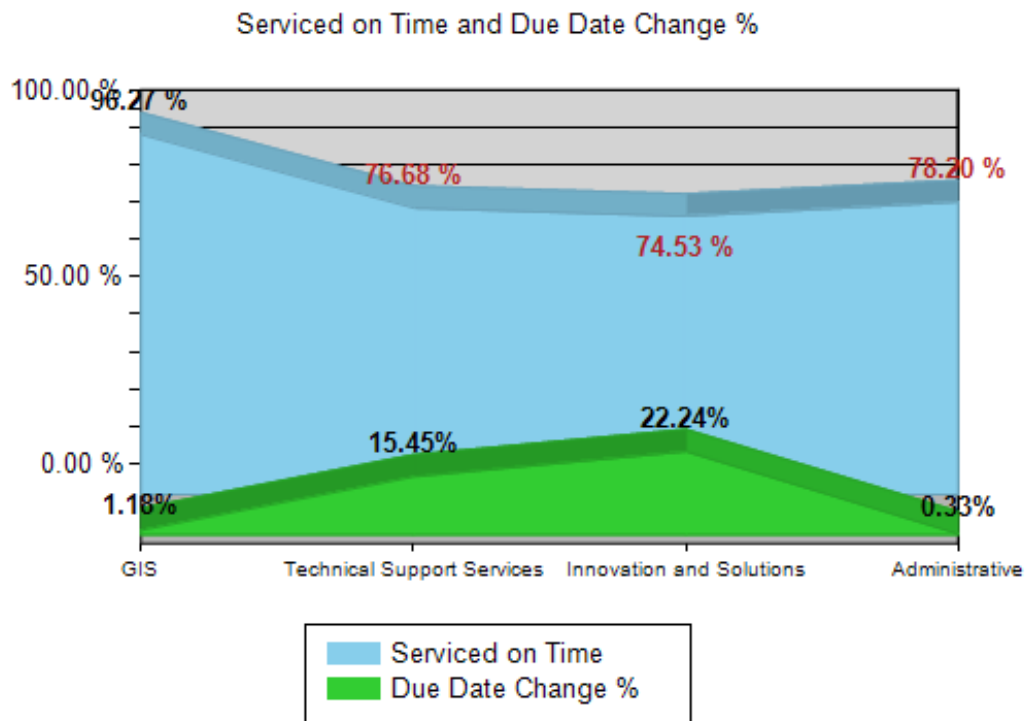
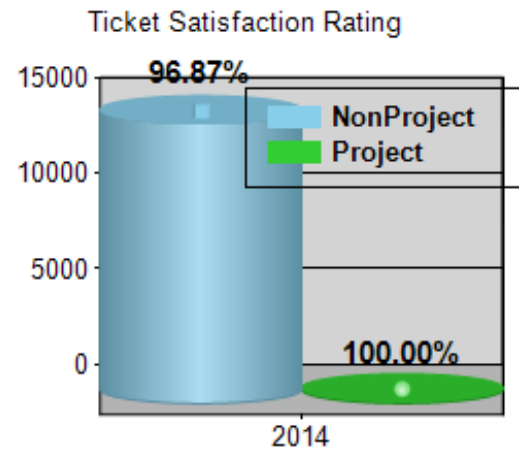
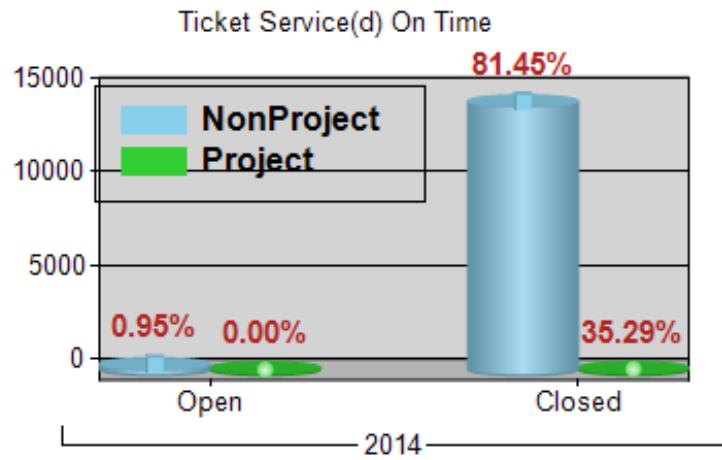
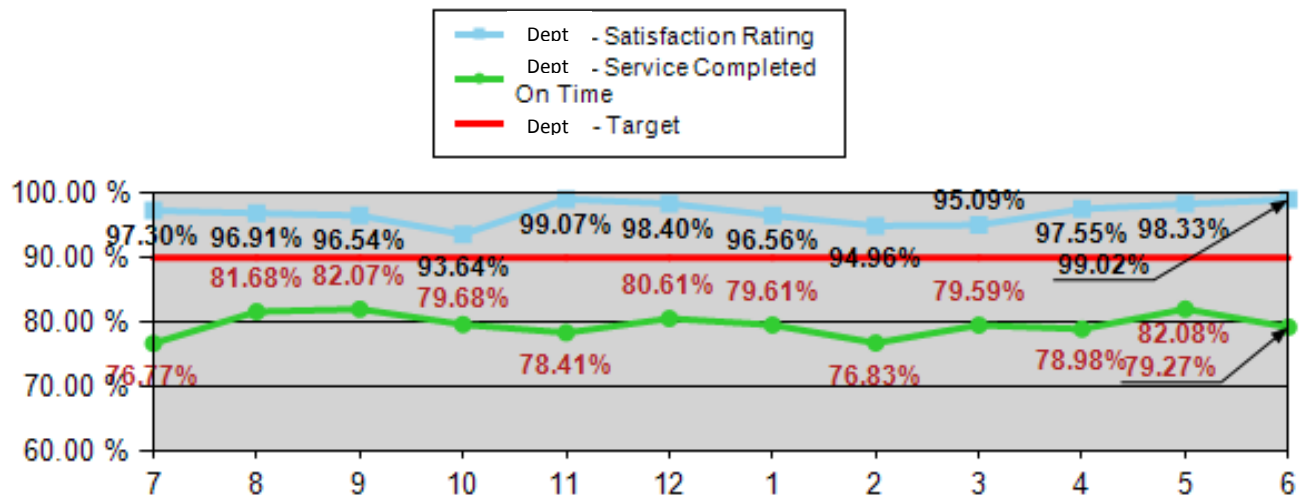


Budget Program Performance Measures

Created Fiscal Year	Created Fiscal Quarter	Created Month	Service(d) On Time	Projects Service(d) On Time	Satisfaction Rating	Ticket Number	Tickets with Due Date	Tickets with Surveys
2014	1,2,3,4	Jan - Dec	79.58%	30.77%	96.88%	14,684	16.74%	11.26%
GIS			96.27%	100.00%	99.34%	2,546	17.01%	2.40%
	1		96.05%	NaN	100.00%	709	7.33%	1.55%
	2		96.98%	NaN	100.00%	597	20.60%	2.51%
	3		94.86%	NaN	98.75%	622	20.26%	2.58%
	4		97.25%	100.00%	98.95%	618	21.36%	3.08%
Technical Support Services			76.68%	32.00%	96.81%	6,141	15.34%	11.46%
	1		75.10%	0.00%	97.47%	1,679	12.27%	13.74%
	2		78.35%	36.36%	96.58%	1,390	16.76%	10.56%
	3		77.53%	20.00%	94.68%	1,589	15.10%	11.03%
	4		75.99%	50.00%	98.59%	1,483	17.73%	10.14%
Innovation and Solutions			74.53%	23.08%	96.78%	4,460	24.17%	13.53%
	1		78.16%	50.00%	96.06%	1,122	26.20%	12.83%
	2		72.62%	16.67%	96.78%	1,209	19.60%	15.22%
	3		73.62%	0.00%	96.87%	1,122	26.29%	15.62%
	4		73.78%	NaN	97.78%	1,007	25.02%	9.78%
Administrative			78.20%	NaN	96.74%	1,537	0.33%	18.82%
	1		76.11%	NaN	96.67%	360	0.00%	18.33%
	2		78.10%	NaN	96.87%	347	1.44%	23.99%
	3		73.06%	NaN	94.52%	386	0.00%	16.06%
	4		84.46%	NaN	98.44%	444	0.00%	17.58%





of Tickets Closed Per Technician

